



Office of Victim Services
and Justice Grants

FY2020 VICTIM SERVICES PERFORMANCE MANAGEMENT INITIATIVE REPORT



Prepared by the
Office of Victim Services and Justice Grants



Overview

- The data in this report is representative of the victims served by all victim service grantees. An individual person may have engaged in services from multiple organizations and therefore could be counted multiple times in victim totals.
- Victims in this report are either primary or secondary and new or continuing. A primary victim is the direct target of the victimization and/or was the person that is legally considered the victim of the crime. A secondary victim is a person who has been injured or harmed as the result of the primary victim’s victimization. A new victim began services during the reporting period and a continuing victim began services in a previous quarter.

Primary Victims

- 29,695 primary victims in total
- 21,598 new primary victims
- .23% decrease in new primary victims served from FY19

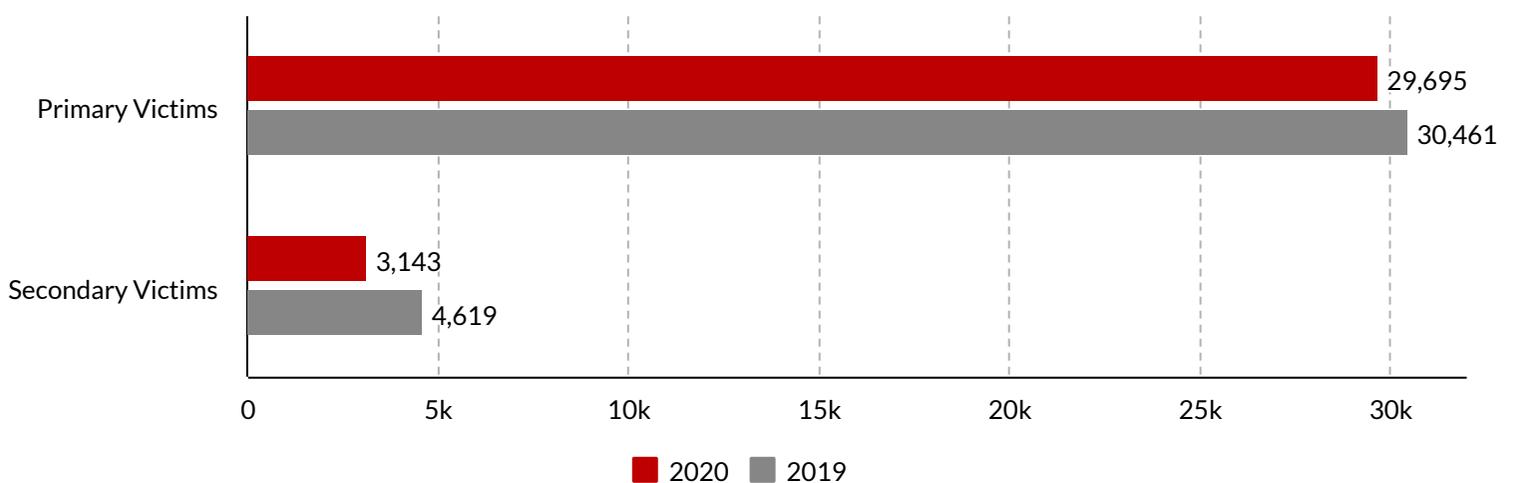
Secondary Victims

- 3,143 secondary victims in total
- 1,474 new secondary victims
- 49.2% decrease in new secondary victims served from FY19

All Victims

- 32,838 new and continuing primary and secondary victims were served in FY20
- Overall a 6.4% decrease in victims served from FY19

Primary and Secondary Victims FY Comparison



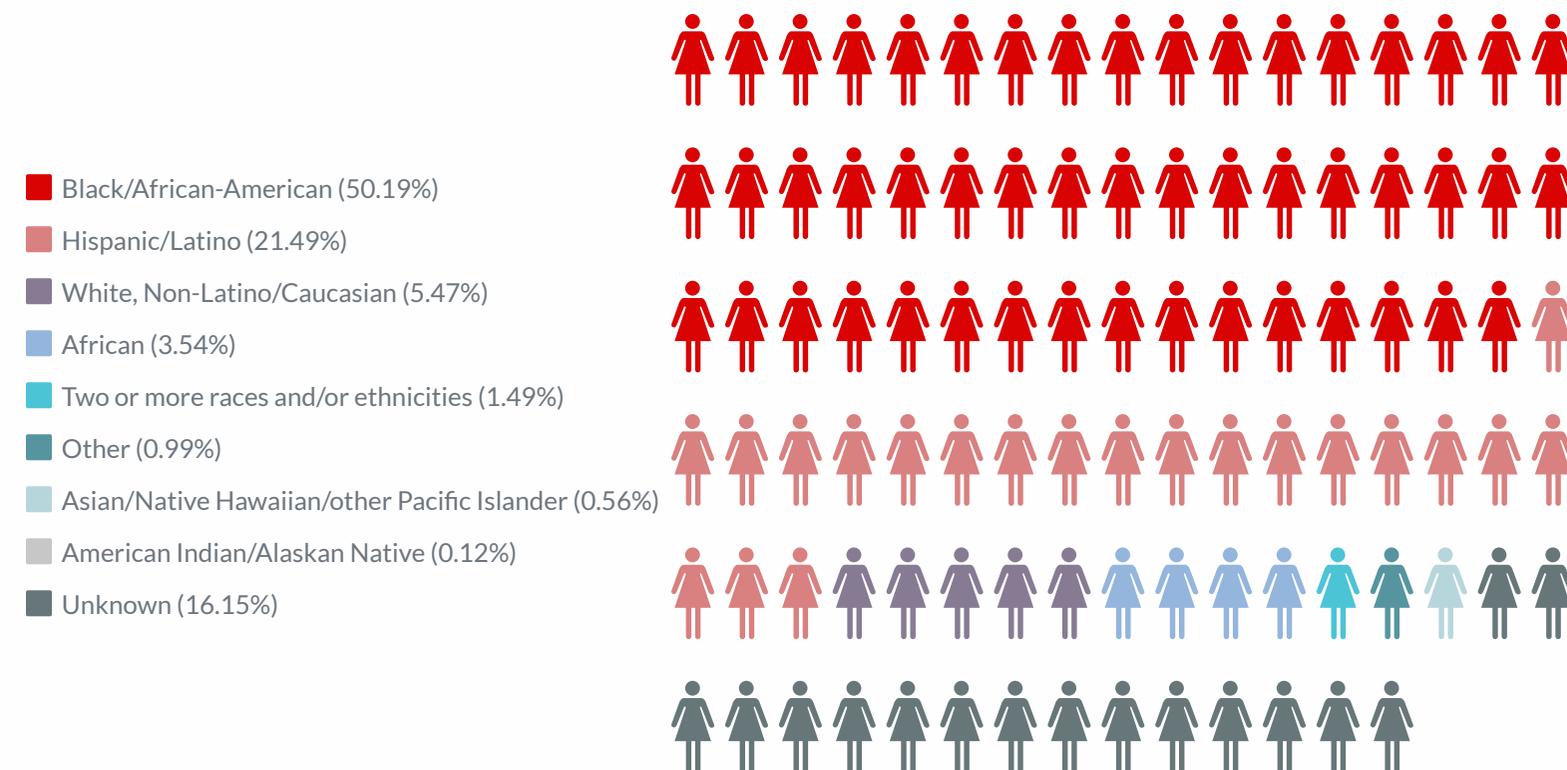
Race/Ethnicity

Demographic Information

New Primary Victims



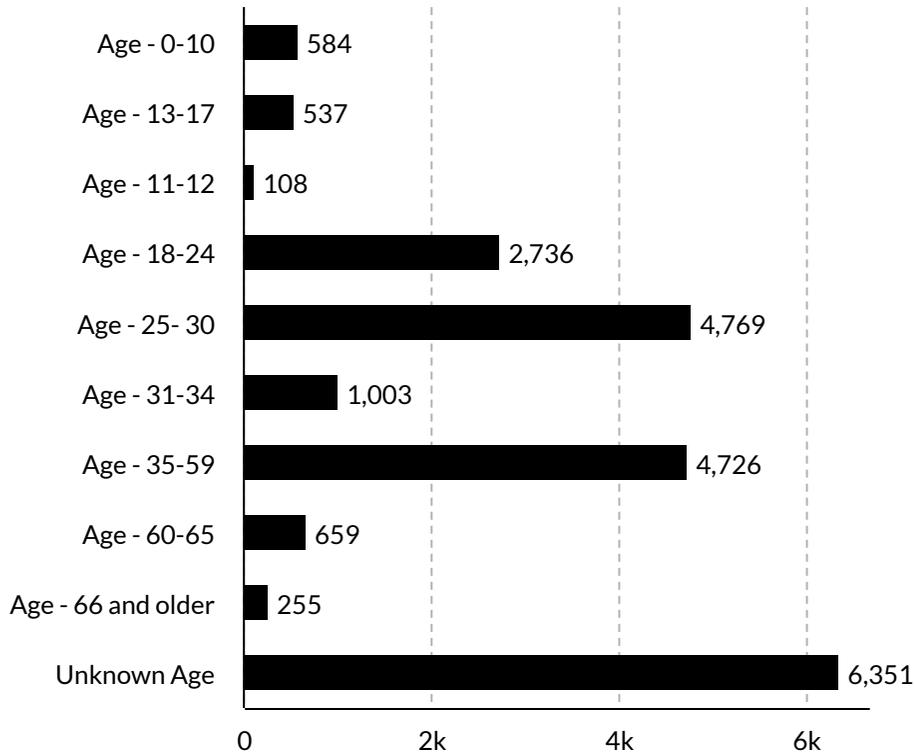
New Secondary Victims



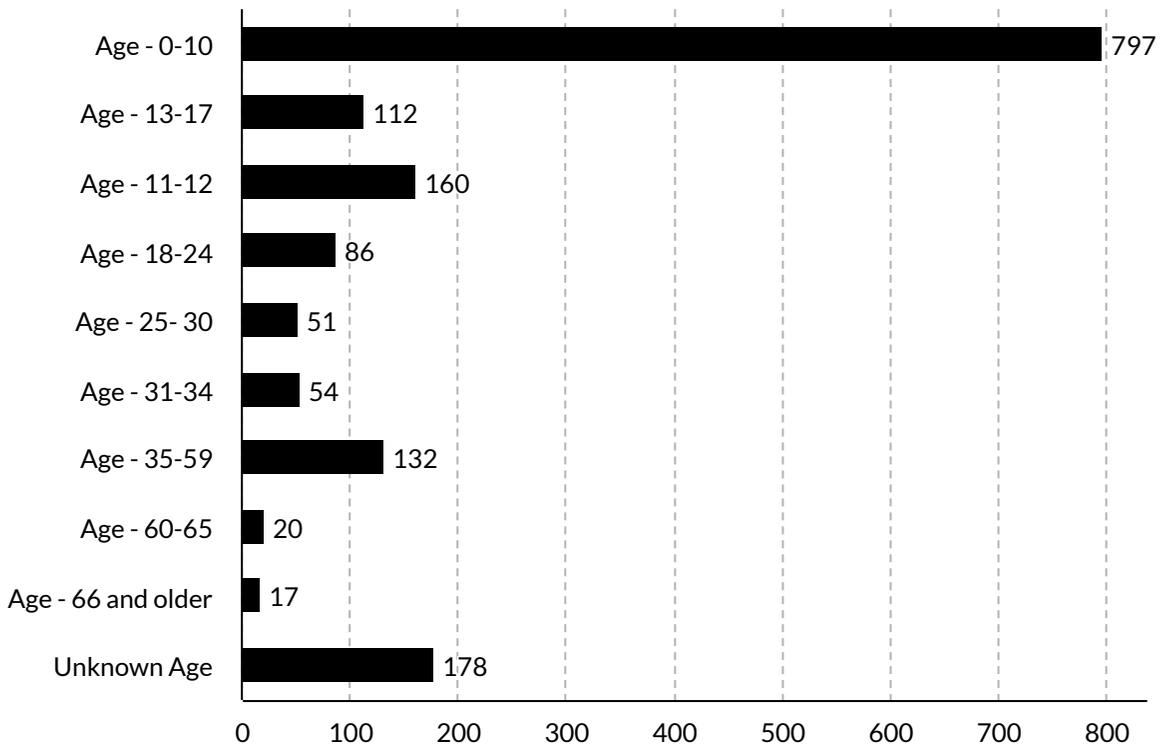
Age Range

Demographic Information

New Primary Victims



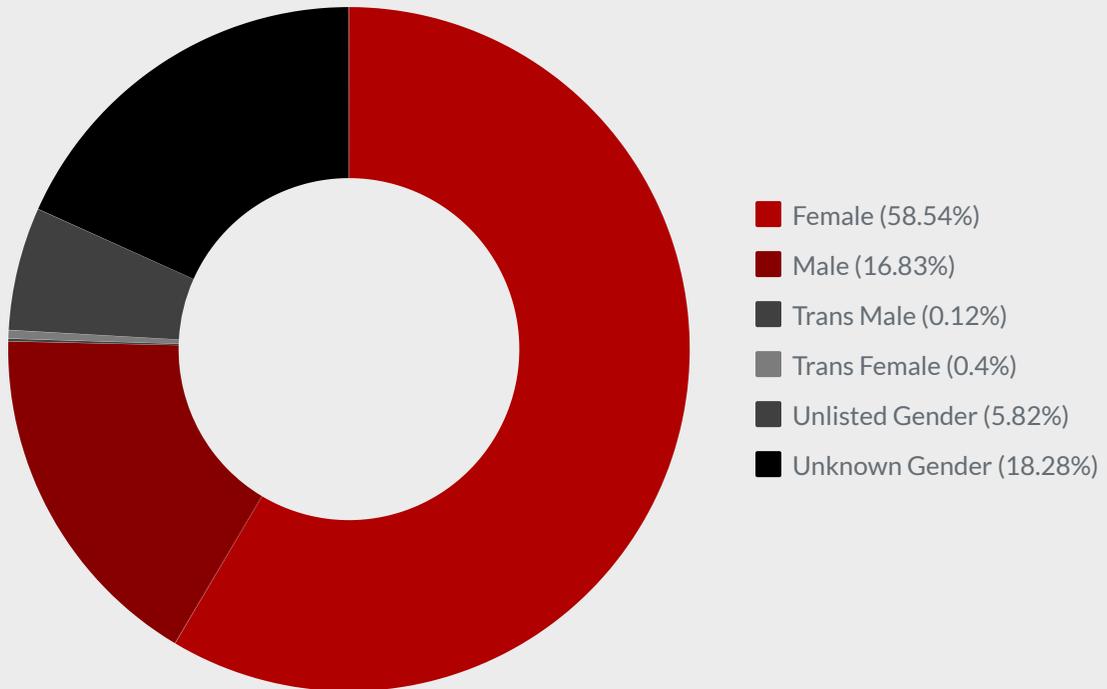
New Secondary Victims



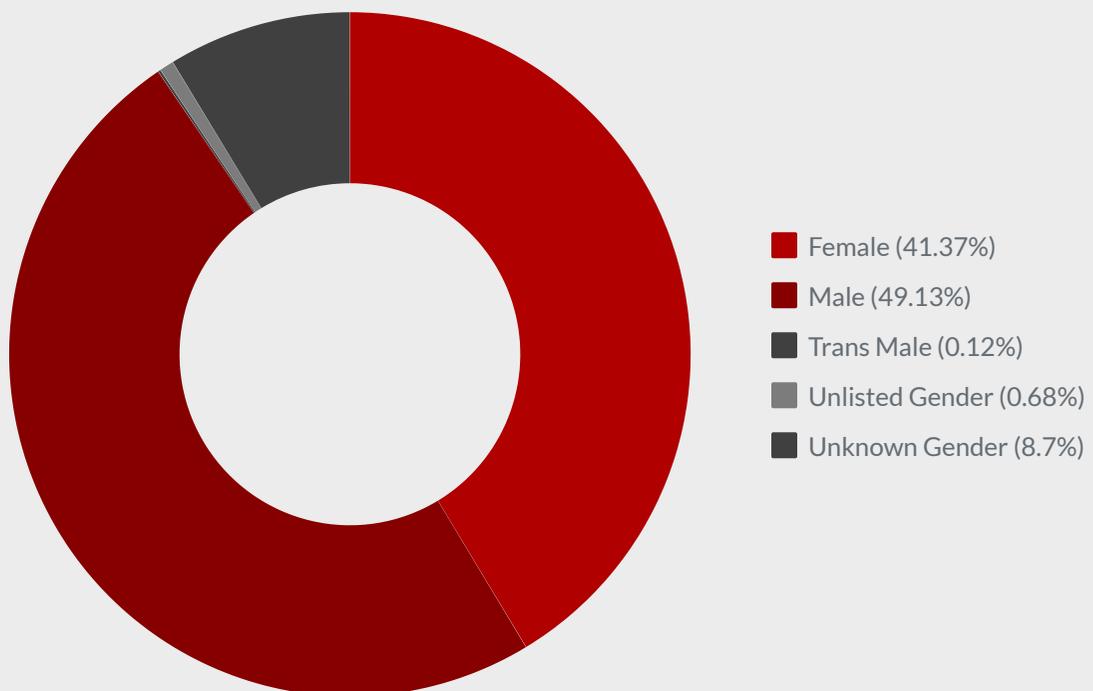
Gender Identity

Demographic Information

New Primary Victims

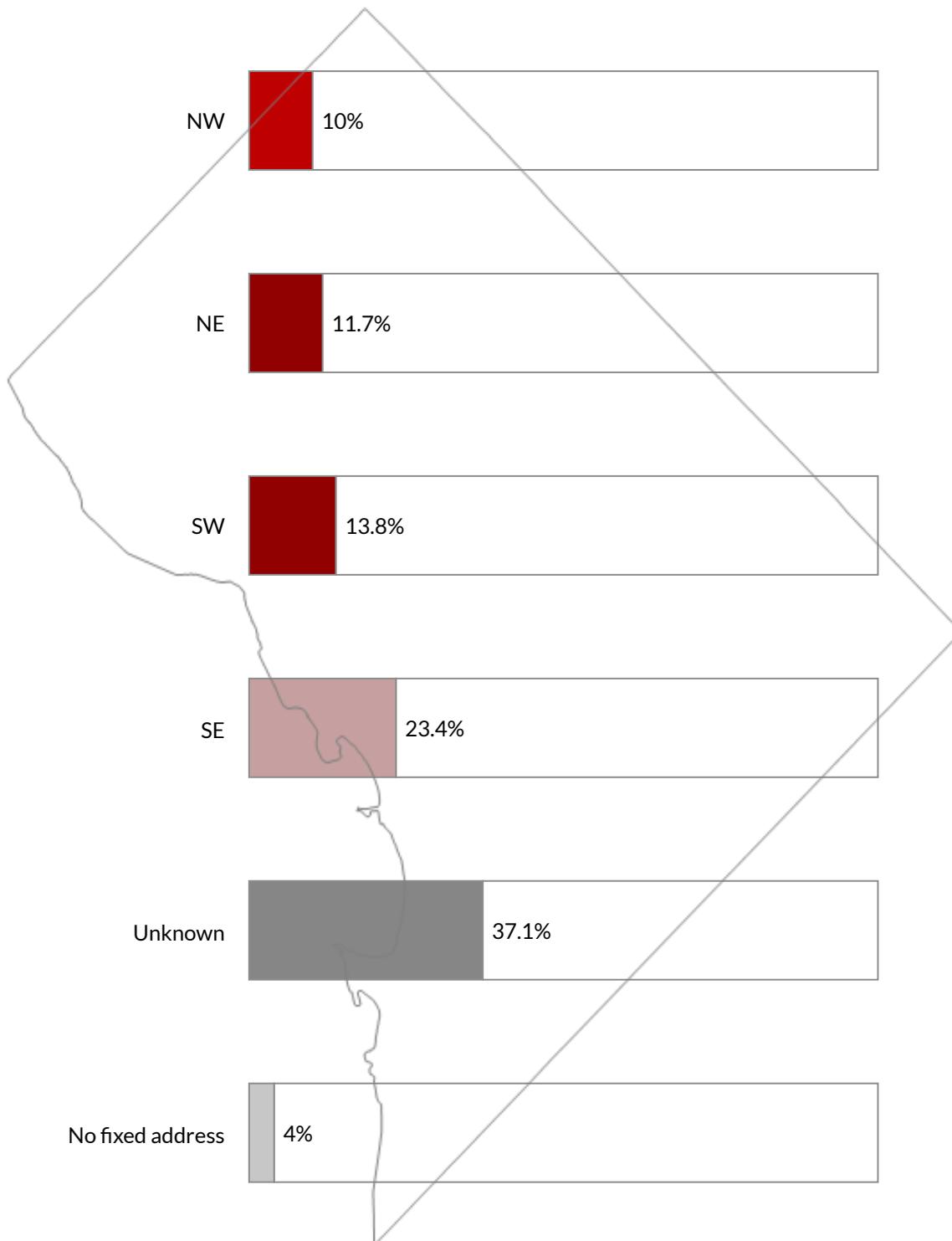


New Secondary Victims



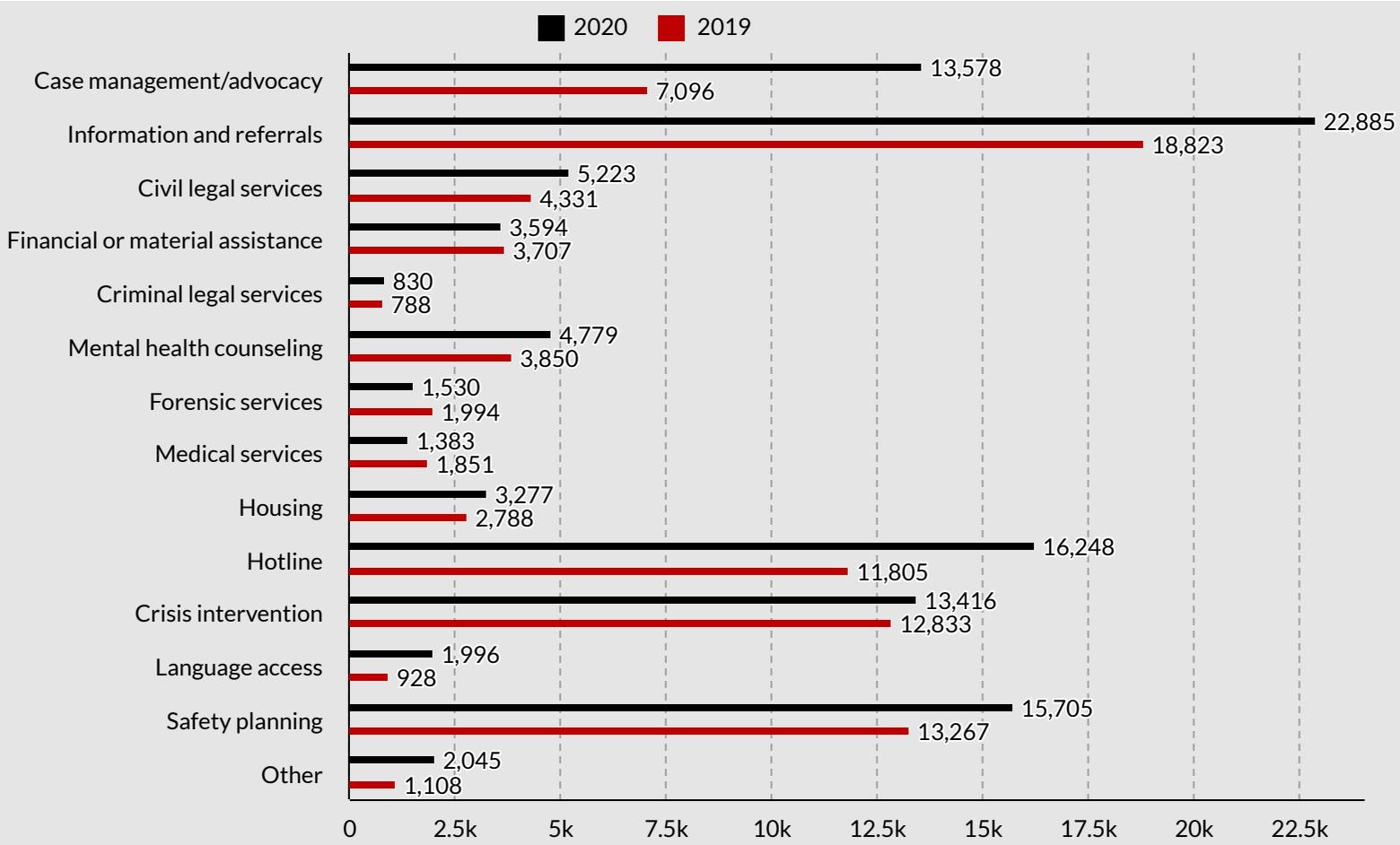
Residence of Victims

Residence Percentages by Quadrant

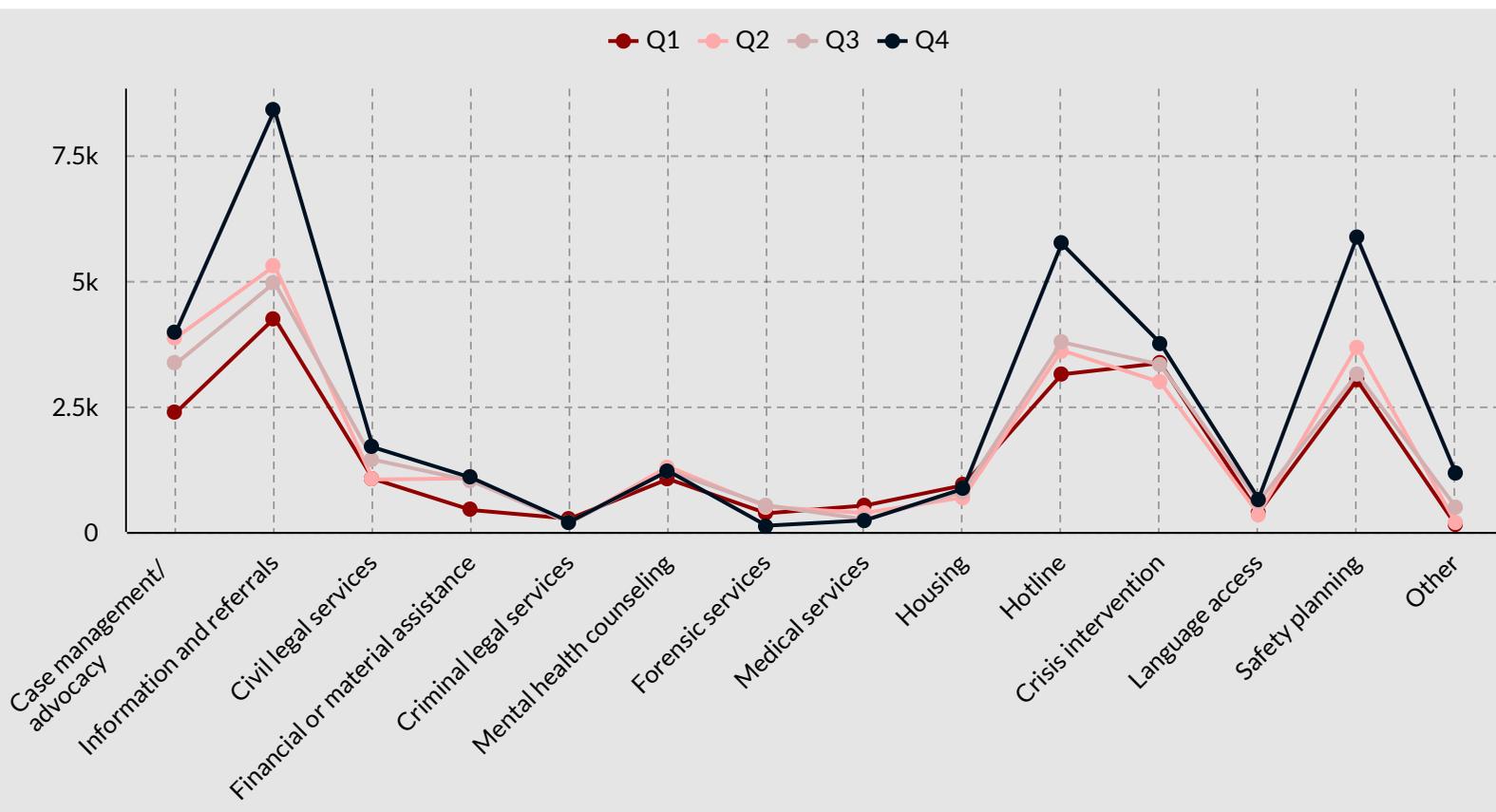


Services Provided

Services Provided to Victims in FY19 and FY20

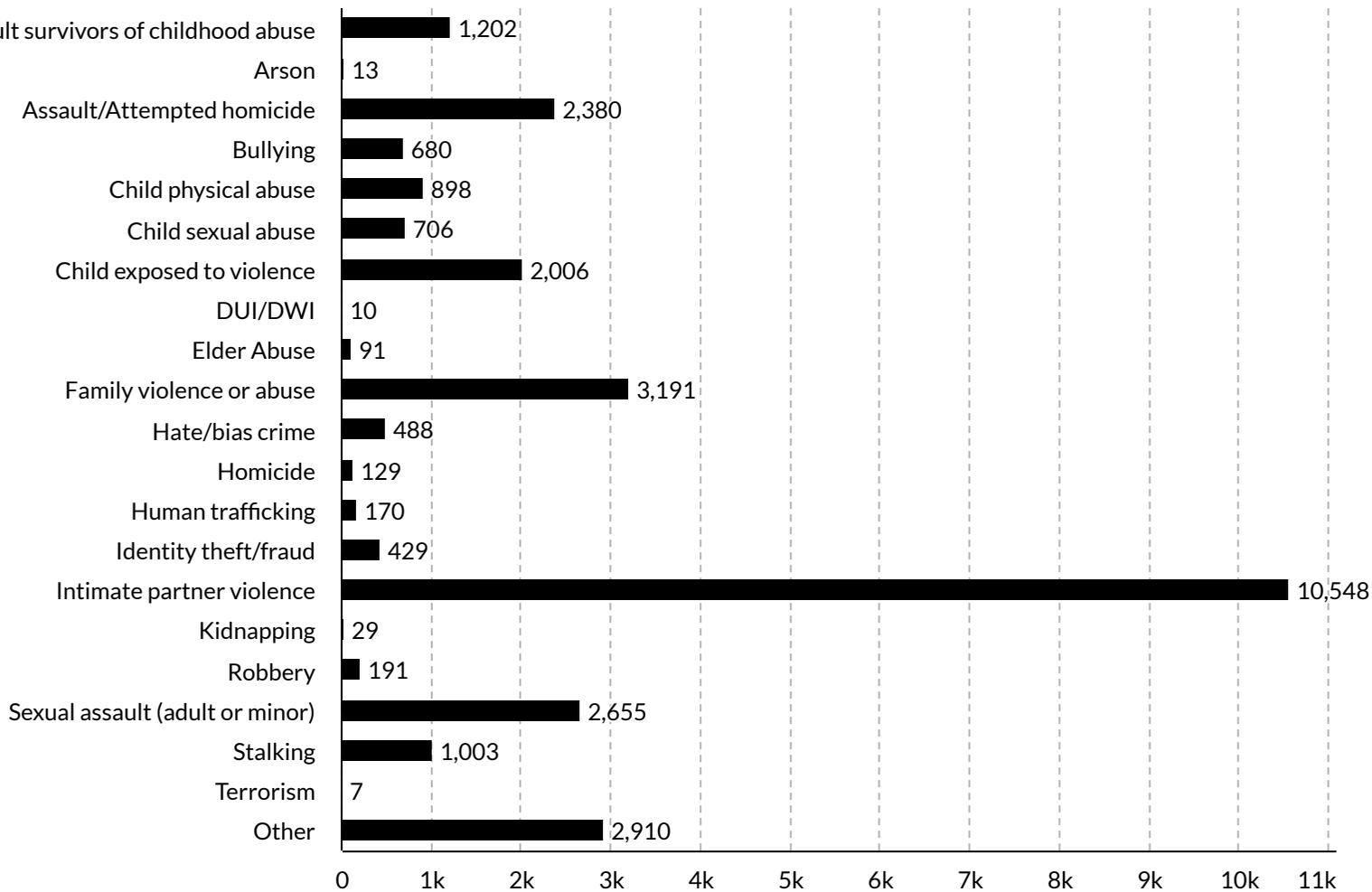


Services Provided to Victims in FY20 by Quarter



Category of Crime

FY20 Categories of Client Victimization (Total Victimizations=29,736)



2019 to 2020 Client Victimization Rates

Top Increases from 2019 to 2020

Arson	49%▲
Identity Theft	46%▲
Bullying	43%▲
Family Violence or Abuse	43%▲
Assault/Attempted Homicide	40%▲

Top Decreases from 2019 to 2020

Elder Abuse	49%▼
Homicide	46%▼
Human Trafficking	43%▼
Child Sexual Abuse	43%▼
Robbery	40%▼

Total client victimization increased by **1.6%▲**

Training & Continuing Education Events

Overview

- OVSJG victim service grantees completed a total of 297 professional training events and 498 community training events during FY20.
- At the events, there were 7,593 professionals and 11,340 community participants who were trained.



Professional Training

- 59.8% of professional training participants submitted a complete evaluation.
- 85.2% of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.
- 14.8% attendees of attendees who submitted evaluations did not demonstrate a positive change in knowledge, skills, or abilities as a result of the training.



Community Training

- 73.2% of community training participants submitted a complete evaluation.
- 57.9% of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.
- 42.1% attendees of attendees who submitted evaluations did not demonstrate a positive change in knowledge, skills, or abilities as a result of the training.

Training Highlights

"Participants shared increased knowledge about resilience and LGBTQ IPV factors. Participants also shared enjoyment of the art exercise used for the resilience presentation."

"We were pleased to work with predominantly male allies this quarter. We did so by approaching domestic/sexual violence through other lenses such as healthy relationships and gun violence, to make sure we were able to reach a primarily male audience."

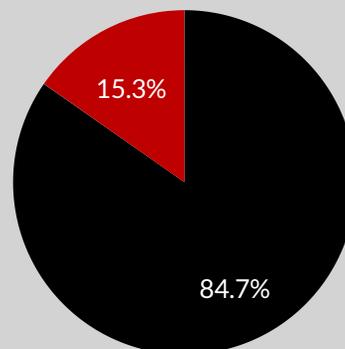


Prevention & Community Engagement

Overview

- OVSJG victim service grantees completed a total of 14 prevention and community engagement events during FY20.
- 319 participants engaged in the events.

- ✓ 55.4% of participants submitted a complete evaluation.
- ✓ 84.7% of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.
- ✓ 15.3% attendees of attendees who submitted evaluations did not demonstrate a positive change in knowledge, skills, or abilities as a result of the training.



Pre and Post Test Prevention and Community Engagement Outcomes

Event Highlights

"Our organization has created an interactive platform for prevention to adapt to COVID."

"Participants from our healing session shared positive feedback, expressing that our events were healing, enjoyable, and timely. Several participants attended multiple events and expressed interest in attending similar events in the future."

Outreach Events & Activities

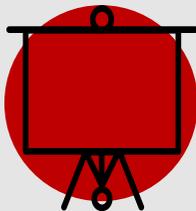
Takeaways



Victim service grantees conducted a total of **509** outreach events during FY20.



At the events, there were **57,838** participants



91% of events were in-person



15,197 participants who attended in-person events actively engaged with grantees organizations

Outreach Event Highlights

"Creating safe spaces, to keep our vulnerable population safe."

"Each outreach event left participants with encouragement, inspiration, and hope."

"It is vital for us to be a part of community events, as we see a direct correlation to our presence in the community and an increase in calls received to our hotline."

Digital Outreach Metrics

Takeaways



199,221
Facebook
Engagements
+ 128% from 2019



200,779
Facebook
Likes
+ 839% from 2019



34,639
New Twitter
Followers
+ 808% from 2019



146,895
Twitter
Engagements
+ 106% from 2019



375,747
Unique website
visits
+ 145% from 2019



24,129
Calls for service
or information
+ 15% from 2019

Digital Outreach Highlights

"Because of COVID-19, much of our outreach is now through social media, where we have the added benefit of engaging in a live discussion."

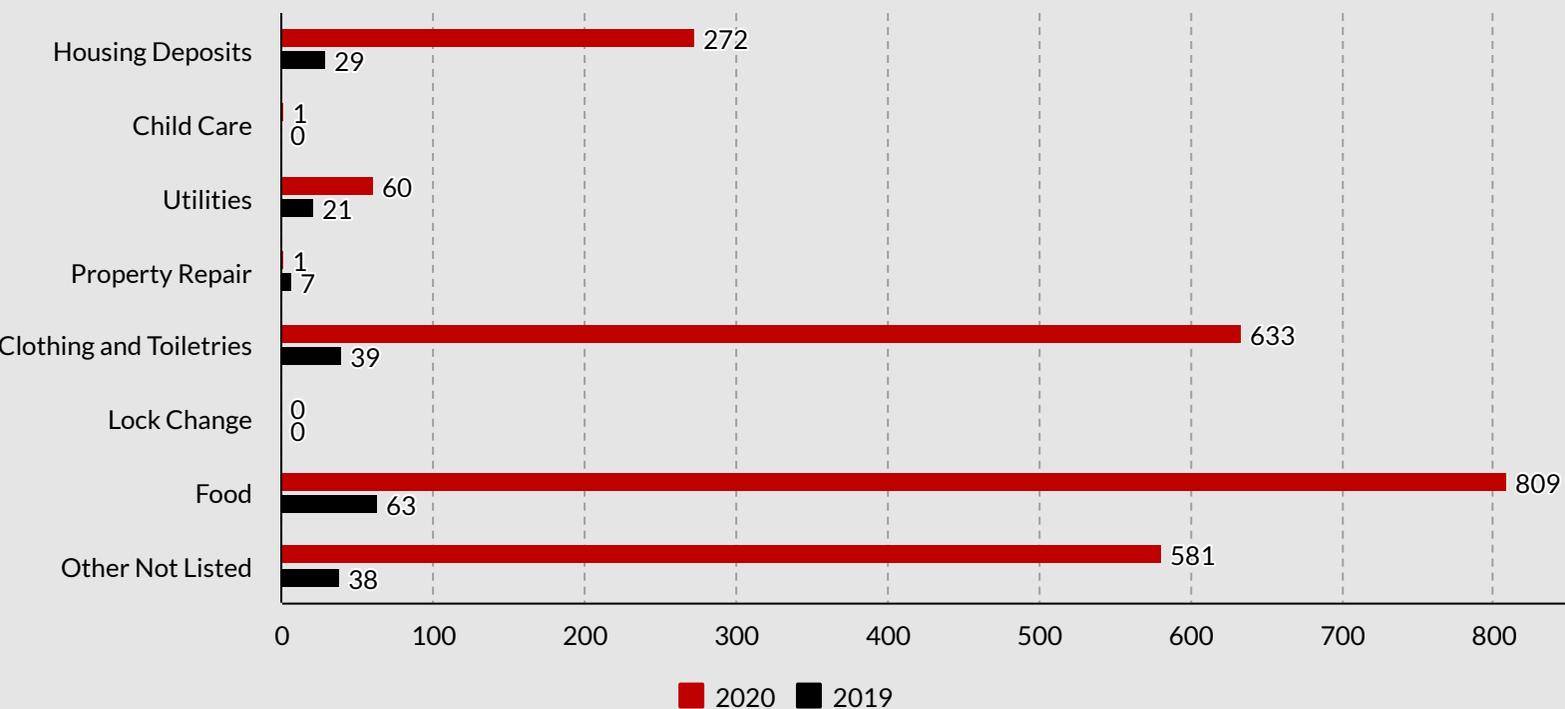
"We have seen a massive spike in online engagement and those interested in supporting survivors during this time."

Financial Assistance

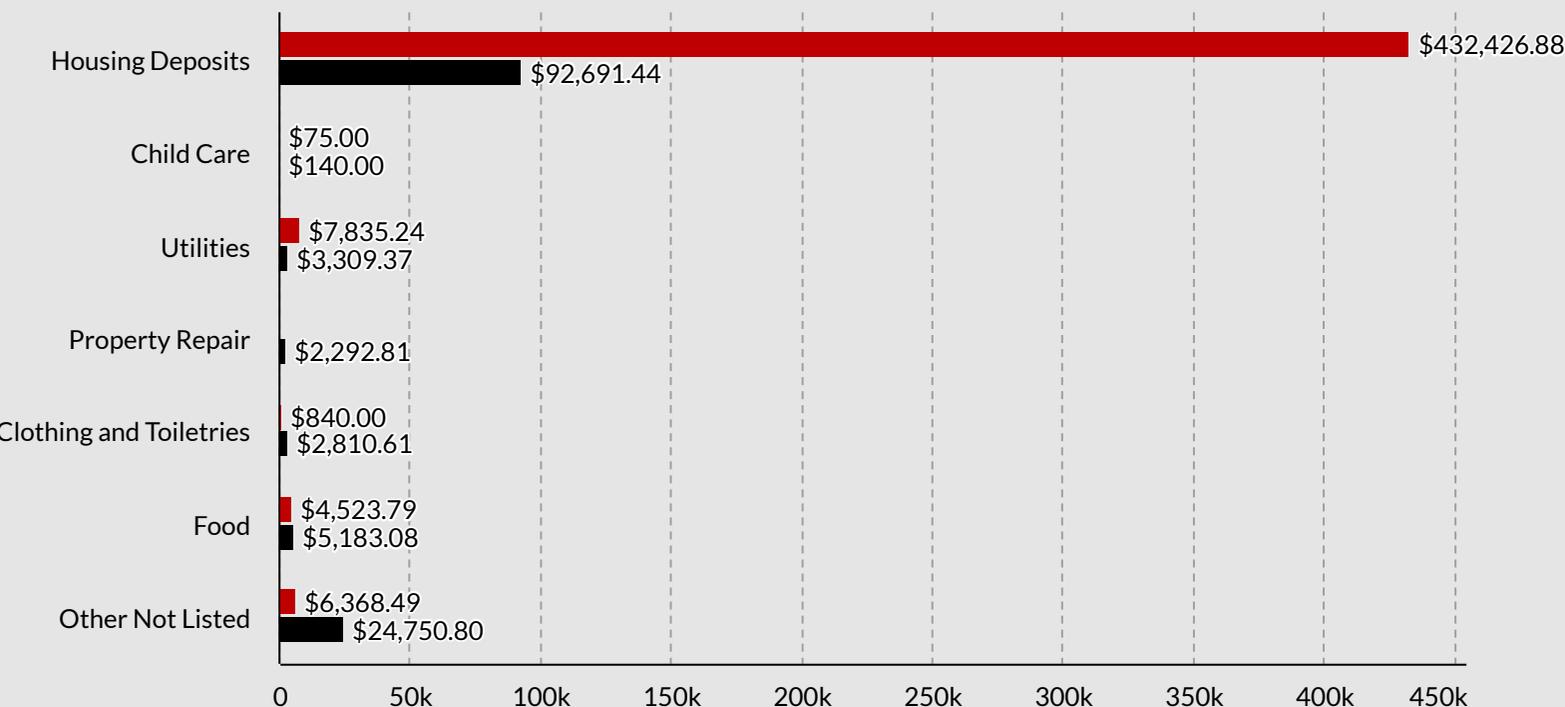
Overview

- OVSJG victim service grantees fulfilled 2,140 out of 2,213 requests made for financial assistance during FY20 and partially fulfilled 40 requests.
- Grantees reported a higher than normal number of requests for emergency financial assistance due to the impact of the pandemic on clients' health and financial resources.

Number of Emergency Financial Assistance Awards



Dollar Amount of Emergency Assistance



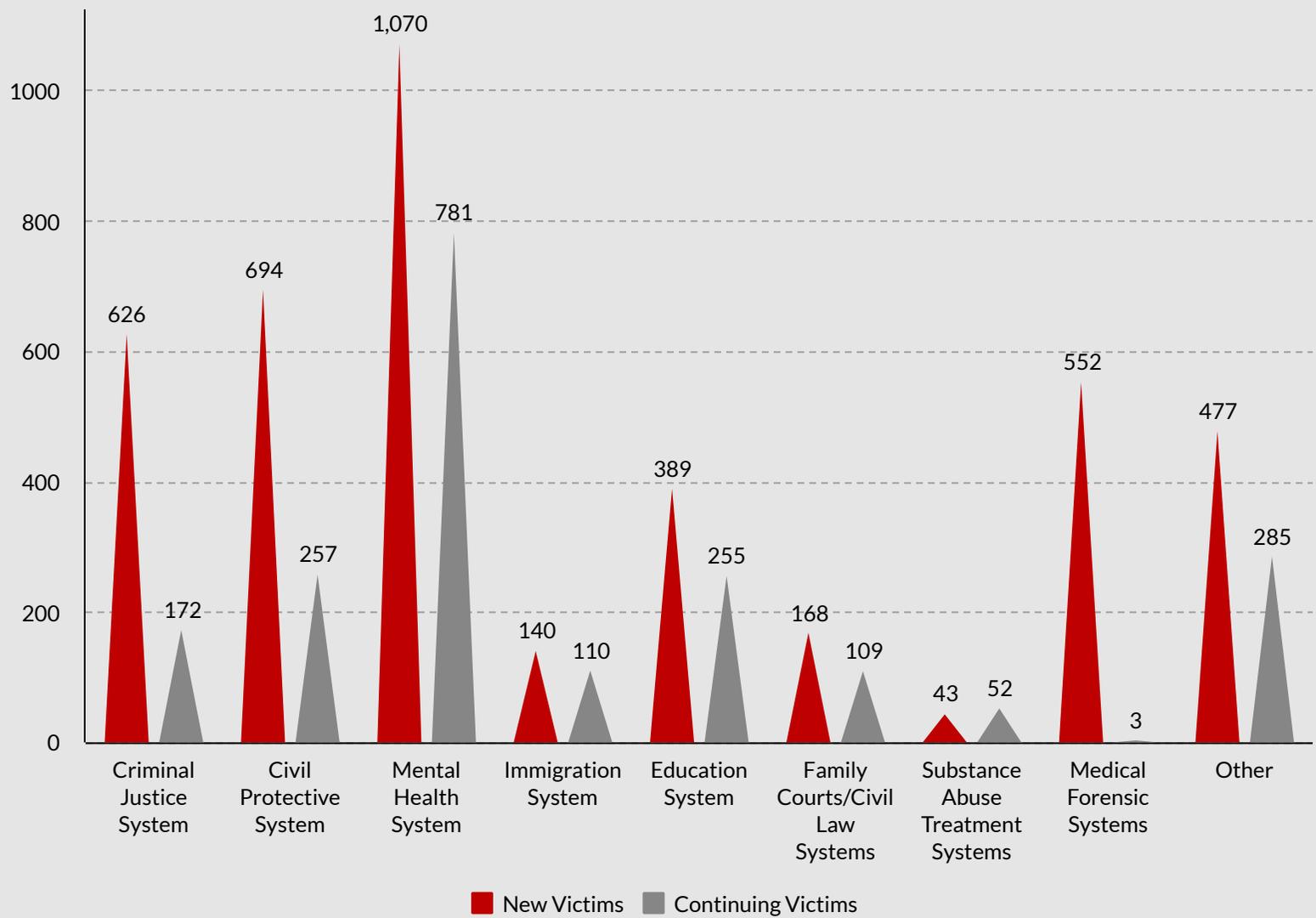
Case Management & Advocacy

Overview

••••• OVSJG victim service grantees provided case management services to 8,733 new and continuing victims during FY20.

••••• 4,159 new victims and 2024 continuing victims were engaged in systems.

New and Continuing Victims System Engagement



Case Management Highlights

"Clients have shared gratitude for assistance with other social services systems, and with access to free mental health counseling and support."

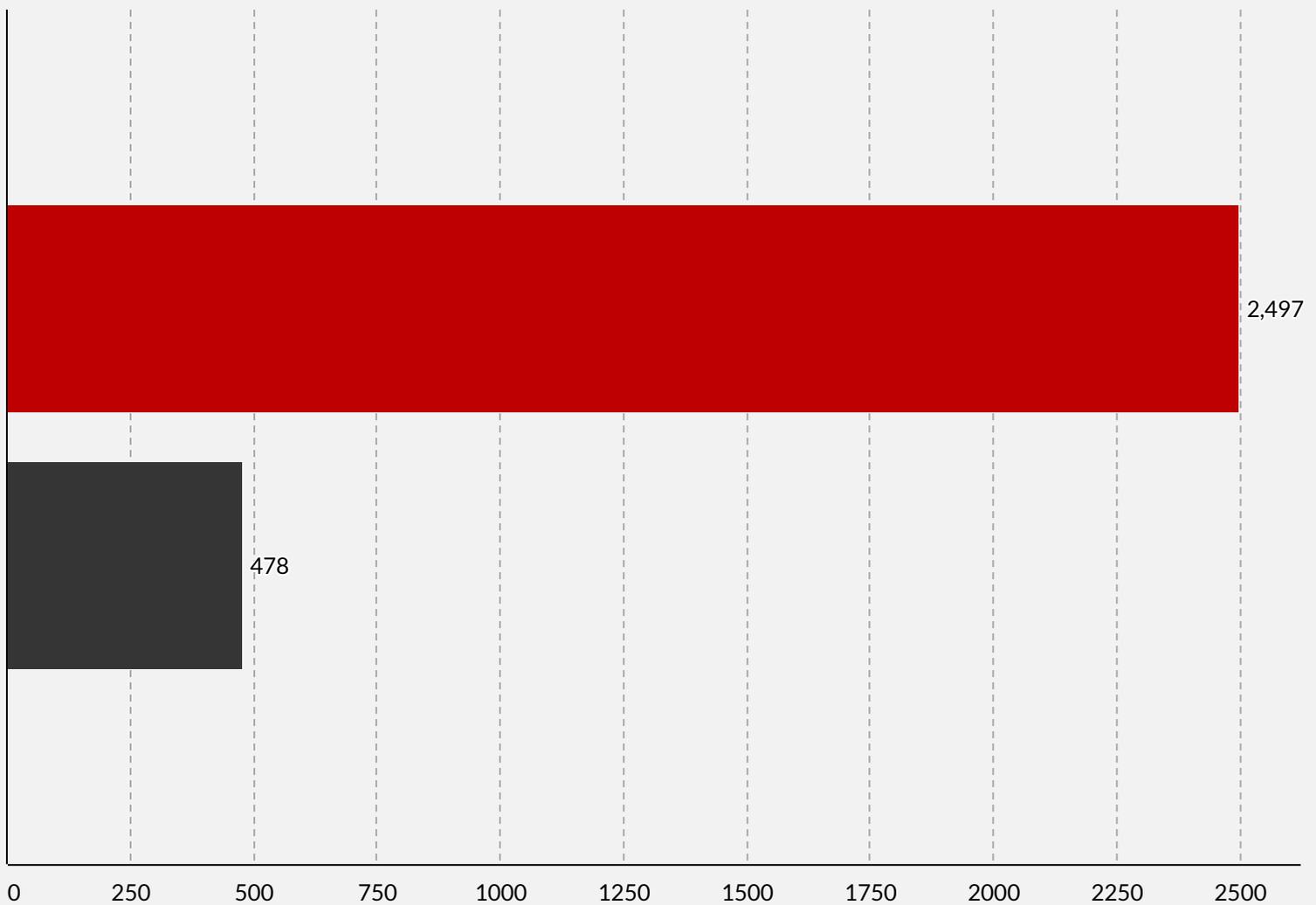
"Clients are actively participating in the offered support services, including employment services and an education program."

Case Management & Advocacy

T1 and T2 Outcome Measures

Number of victims that demonstrated an increase in empowerment, resiliency, or coping between T1 and T2

2020 2019



Case Management Highlights

"They take the necessary steps to make sure you have a safety plan. I feel safe!! My Life has changed for the better. This organization has helped me put my life back together."

"I'm here making it work because of the help of Ms. S. This is the longest program I have ever stayed in."

"Clients are actively participating in the offered support services, including employment services and an education program."

Hotline & Crisis Intervention

Overview

..... OVSJG victim service grantees provided 15,236 primary and secondary victims with crisis intervention services during FY20.

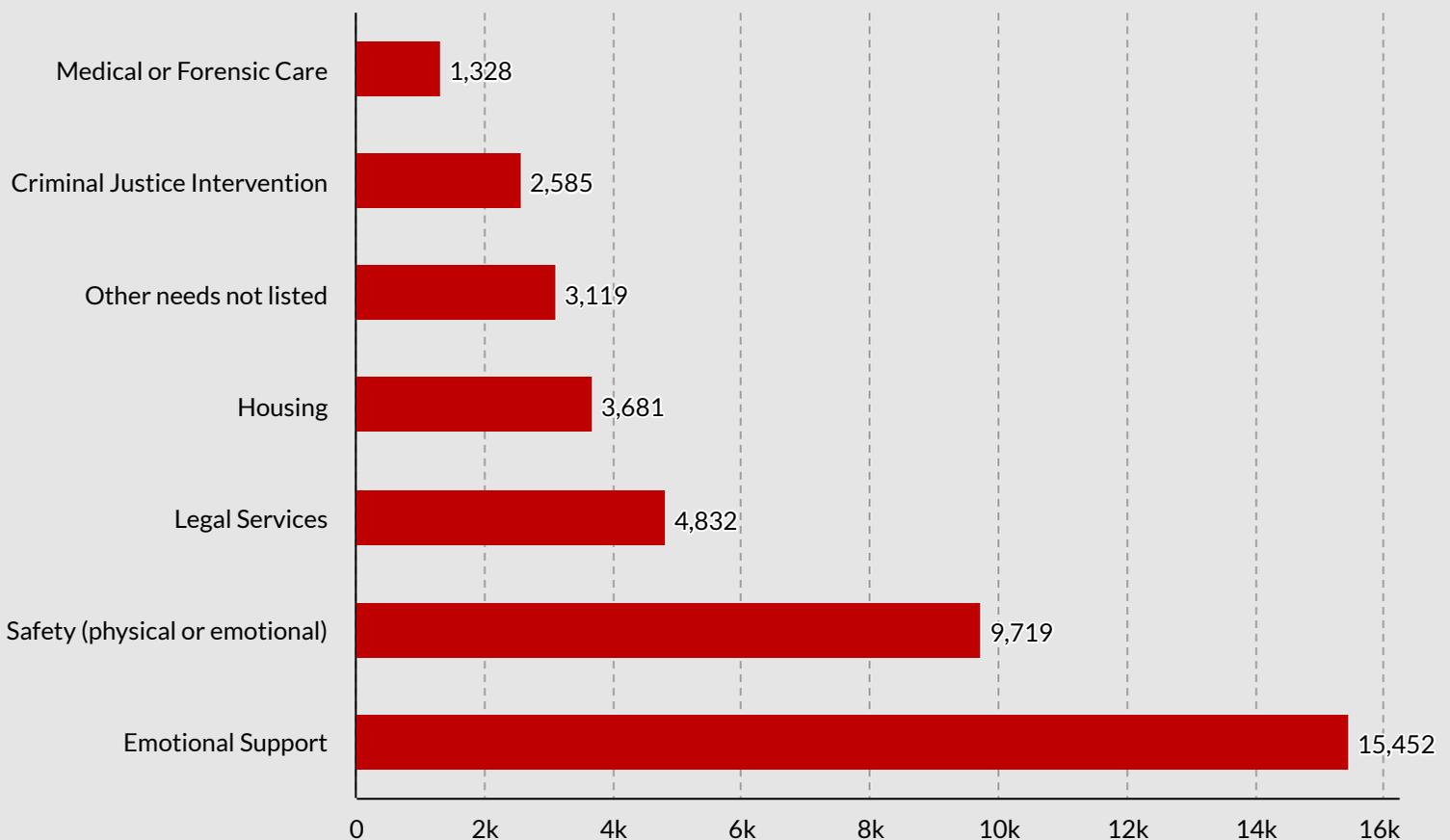


Provided **15,162** Crisis Intervention Services Via Hotline (text, chat, or phone)



Provided **3,130** In-Person Crisis Intervention Services

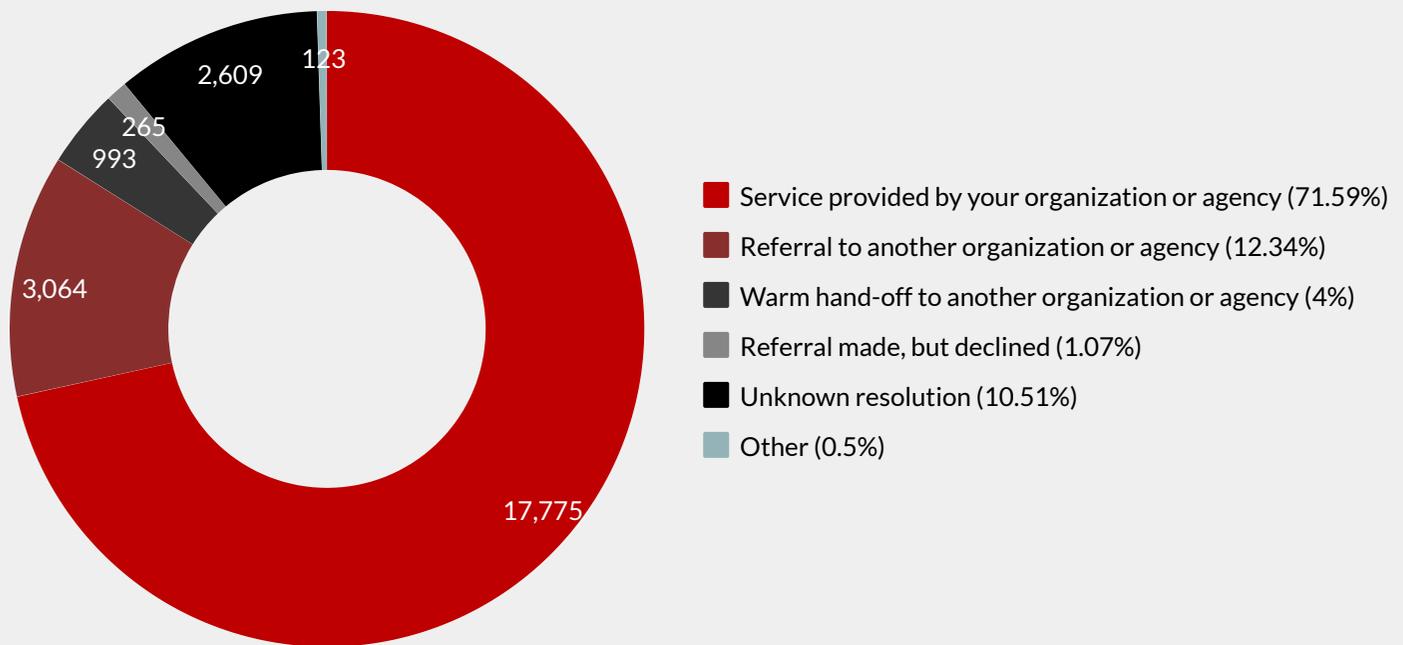
Needs Stated by Victims Accessing Crisis Intervention & Hotline Services



Hotline & Crisis Intervention

Overview

Victims Needs Met Via



Hotline & Crisis Intervention Highlights

"As DC's stay-at-home order lifted, we have seen a 25% increase in the number of requests for service."

"We have seen a significant increase in hotline calls due to COVID-19 and the racial reckoning happening in the country. As such we added expanded the capacity of our hotline to meet the demand of increase of callers."

Mental Health

Takeaways



1,253

New clients received mental health services during FY20



1,435

Clients engaged in a screening or intake process during FY20



21.35 Days

Average length of time for victims to get access to mental health services



1.63 Times

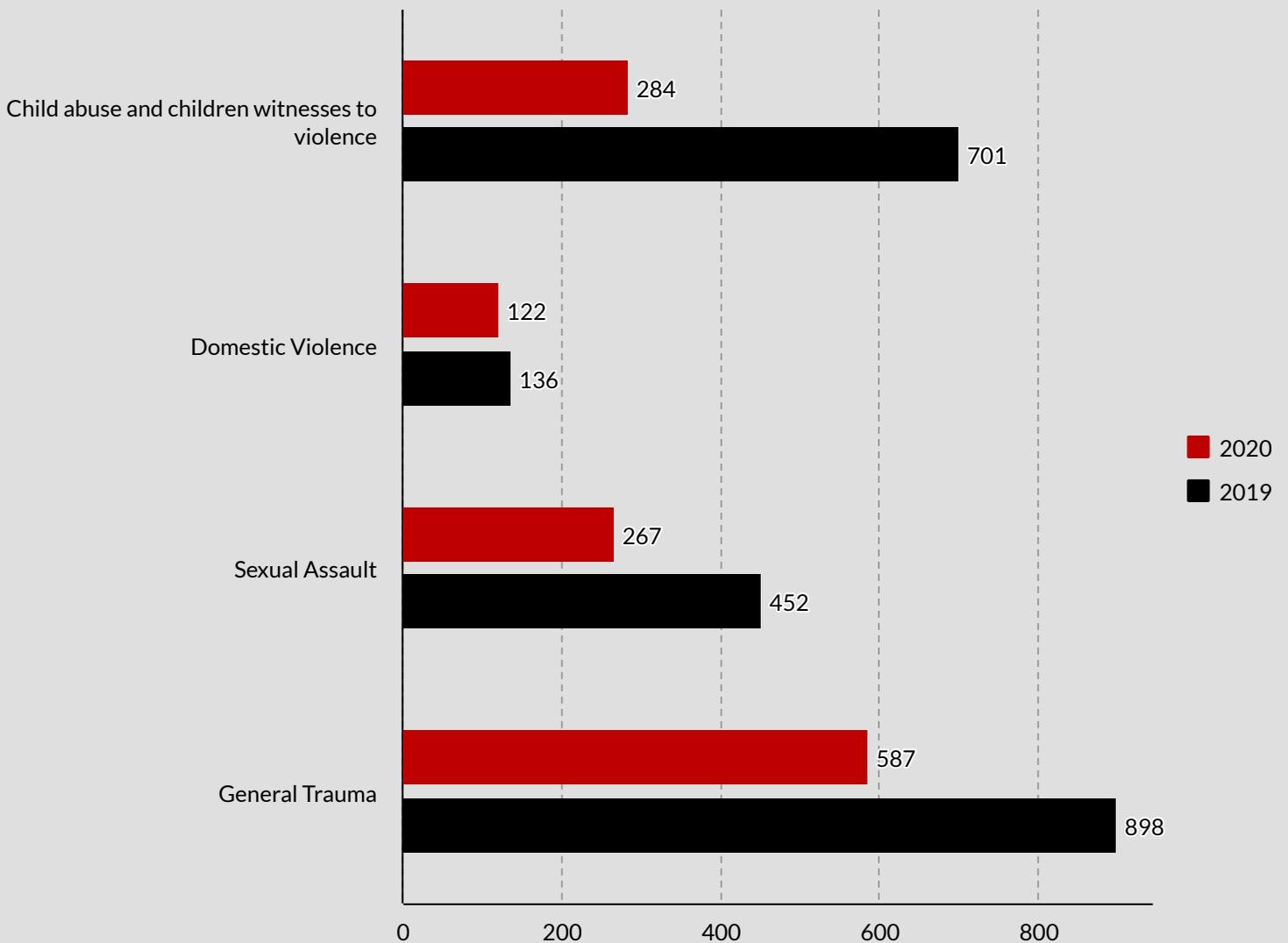
Average number of times a victim engaged with an agency or organization prior to their first counseling encounter

Medical or Forensic

Overview

OVSJG victim service grantees provided medical and forensic services to 1,260 victims of general trauma, child abuse, and children witnesses to violence, sexual assault, and domestic or intimate partner violence during FY20. There was a 42% decrease in medical services provided from FY19.

Medical & Forensic Services Provided by Crime Type



Language Access

Takeaways

..... OVSJG victim service grantees had 1,695 requests for interpretation services for victims and zero requests for interpretation services for allied professionals during FY20.



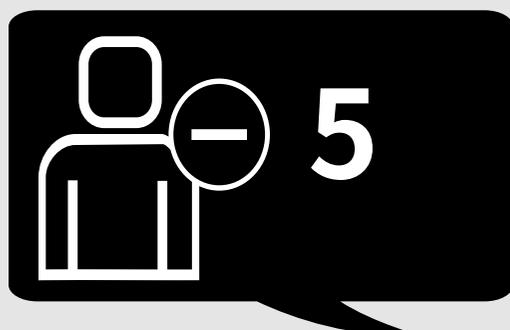
In-person interpretation services for victims that were met with in-person interpretation services



In-person interpretation services for victims that were met with telephonic interpretation services



Telephonic interpretation services for victims that were met with telephonic interpretation services



Interpretation services for victims that were unfulfilled

Housing

Overview

..... OVSJG victim service grantees provided 121,744 nights of safe housing during FY20 with an average of 58.9 nights of safe housing for each victim served.

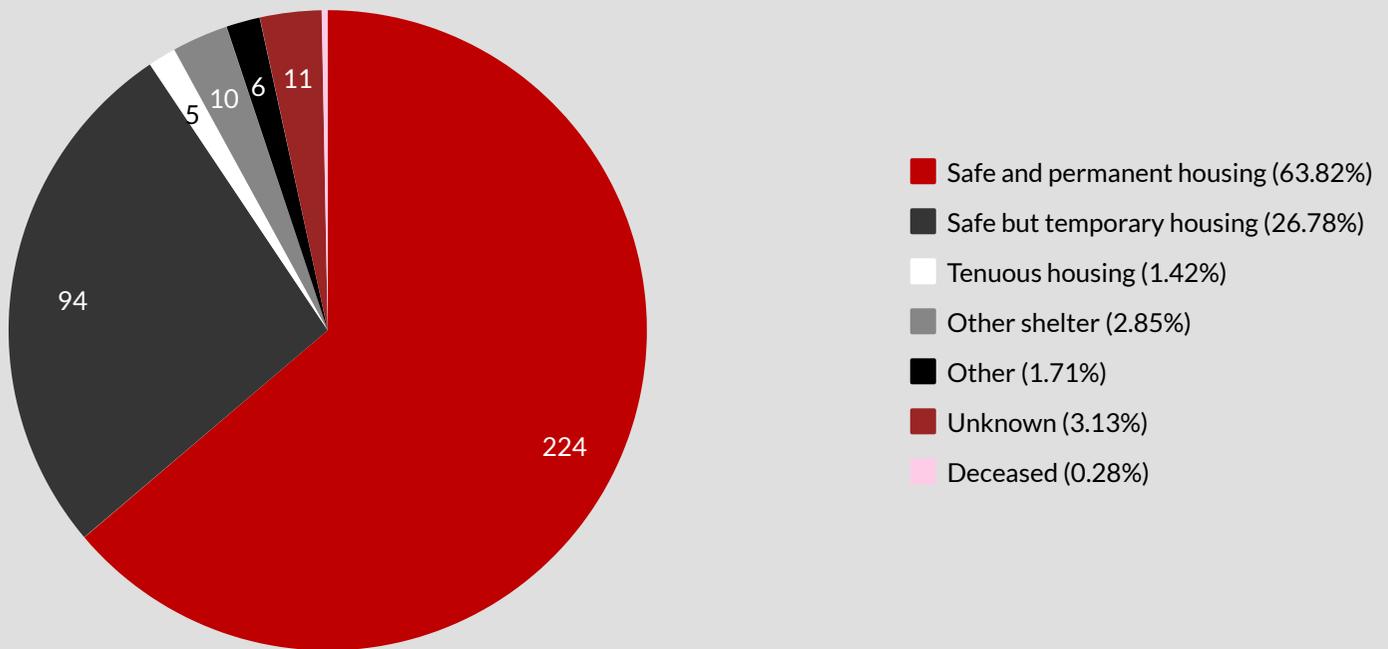


489 new victims were provided housing services during the fiscal year.



1,282 continuing victims were provided housing services during the fiscal year.

Housing Outcomes at Program Exit



Housing Highlights

"A client who was initially apprehensive about our residential program expressed after a couple of weeks engaging with the other residents and staff that she was comfortable being in the home and was eager to stay."

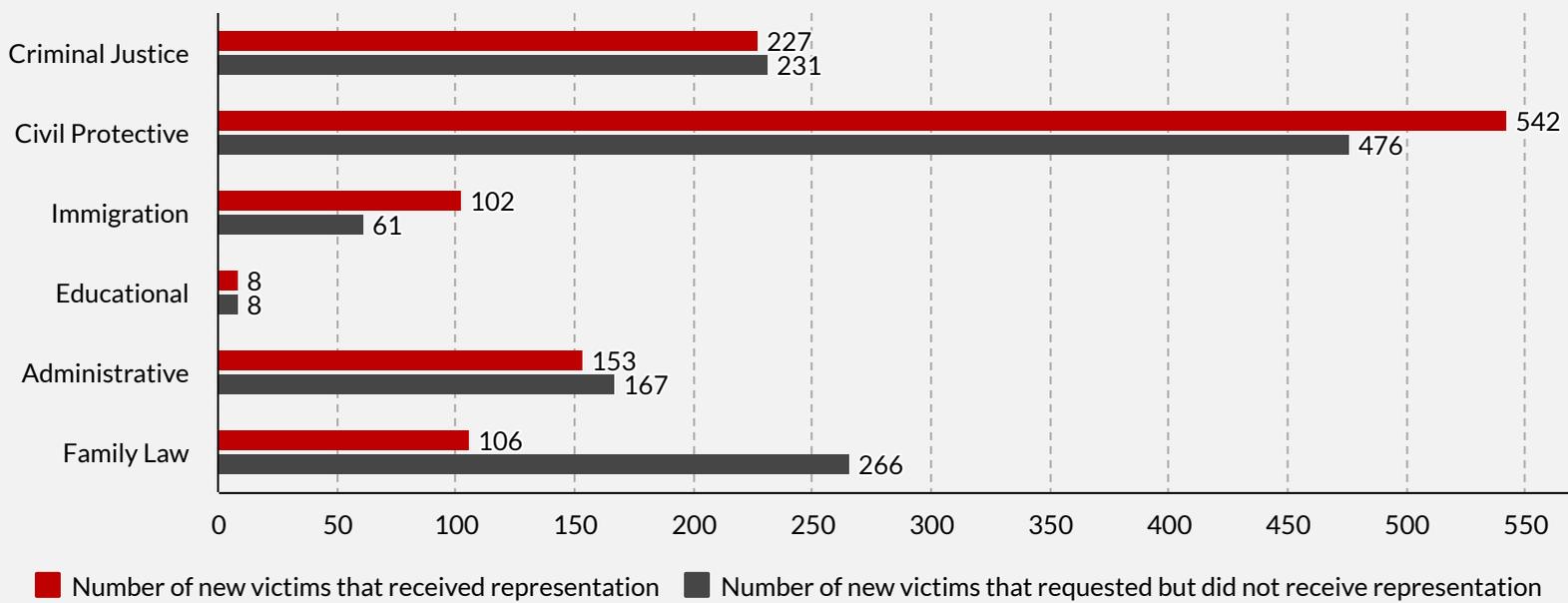
"We were able to provide emergency placement to one of our new clients. Their current situation would have left them homeless unless we acted fast and efficiently to make sure they had a roof over their head."

Legal Services

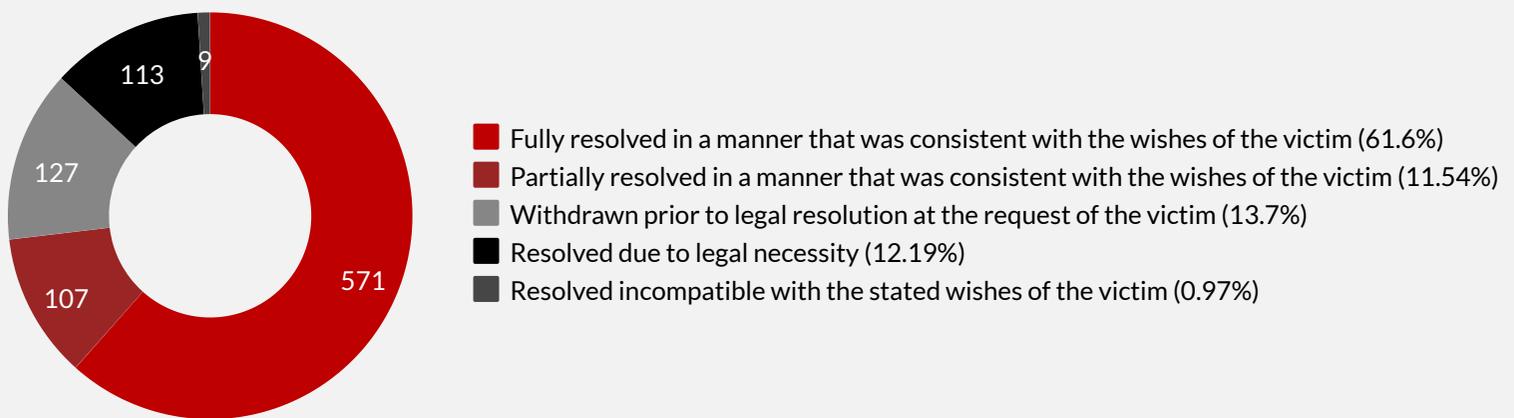
Overview

OVSJG victim service grantees provided legal representation to 1,188 new victims during FY20.

Legal Representation by System



Resolved Legal Matters



Legal Services Highlights

"Through an experience that was exhausting and traumatizing, my attorney was a bright light of hope to me and helped me regain a sense of power and agency."

"Due to consent civil protection order and negotiations, clients obtaining CPOs has been successful in our cases this period."

"Clients said they were thankful that they didn't have to do this process alone; felt understood and supported; learned about their rights and options."